

# PROFESSIONAL DEVELOPMENT OPPORTUNITIES

An essential part of any successful business plan is to make sure that your employees have up-to-date training. Training can improve business performance, profit and employee morale. In a joint effort, provided by the Norfolk Area Chamber of Commerce and Northeast Community College Center for Enterprise, training is being offered to give business leaders and staff opportunities for personal and professional growth close to home. The cost per course is \$120/person.

Training Date	Course Title / Course Description	Time / Location
December 11	<b>Time Management:</b> Discover techniques to help you master your time and maximize your effectiveness at home and on the job. In this interactive training, learn how to plan, schedule and defend your time against time-wasters and procrastination. Learn to focus time and energy on your high-return activities and stop saying "yes" when you really mean "no". Explore the advantages of delegation and learn when it is both appropriate and beneficial for you to do so. CRN #60605	1:30 pm - 4:30 pm Norfolk Area Chamber
January 15	<b>Positive Communication:</b> The purpose of communication is to get your message across to others clearly and unambiguously. Doing this involves effort from both the sender of the message and the receiver. And it's a process that can be fraught with error, misinterpretation, confusion and missed opportunity. In this training, participants will explore the many opportunities and barriers that lead to and/or inhibit successful communication. They will explore breakdowns and roadblocks that stand in their way both personally and professionally, and they will learn best practices to convey their thoughts and ideas effectively. CRN #70187	9:00 am - 12:00 pm Norfolk Area Chamber
January 30	<b>Yesterday's Peer, Tomorrow's Leader:</b> Leading people is challenging. It's even more challenging when leaders are not exposed to training and development opportunities. Would your leaders benefit from increasing their skills in collaboration, effective communications and driving top performance? Show your leaders you are committed to maximizing their potential by enrolling them in this powerful learning event. CRN #70189	9:00 am - 12:00 pm Norfolk Area Chamber
February 19	<b>Team Building:</b> For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not. In this training, participants will explore the different aspects of a team, as well as ways they can become a top-notch team performer. They will be given the details and concepts of what makes up a team, and explore the laws of teambuilding and traits that lead to team success. CRN#70191	9:00 am - 12:00 pm Norfolk Area Chamber
March 20	<b>Critical Thinking:</b> Critical Thinking provides you the skills to analyze and evaluate information so that you are able to obtain the greatest amount of knowledge from it. This workshop will provide you the skills to evaluate, identify, and distinguish between relevant and irrelevant information. It will add purpose and intent to your problem solving process and provide you a foundation to do so. CRN #70193	9:00 am - 12:00 pm Norfolk Area Chamber
March 26	<b>Customer Service Excellence:</b> Are you a Customer Magnet? In today's competitive environment, you can't stop at gaining new customers; you have to be relentless at retaining customers through exceptional customer service. Do your employees approach their work with the 'voice of the customer' in mind? This seminar will teach basic customer service principles that anyone with customer contact can apply to increase customer satisfaction and retention. CRN #70194	9:00 am - 12:00 pm Norfolk Area Chamber
April 16	<b>Conflict Management:</b> Conflicts persist among individuals and organizations because of the misunderstandings that exist. This seminar will address topics such as understanding conflict resolution strategies; confronting people in ways that minimize defensiveness and hostility; controlling anxiety, fears and anger; handling stressful situations; and coping with the difficult person. CRN #70196	9:00 am - 12:00 pm Norfolk Area Chamber
May 7	<b>HR Basics for Non-HR Professionals:</b> For front line managers the language and expectations of the HR department can seem like a confusing alphabet soup. In this session, you'll be briefed on some of the technical terms, discuss best practices and challenges of front line managers in meeting HR requirements. CRN #70198	9:00 am - 12:00 pm Norfolk Area Chamber

**REGISTER  
TODAY!**

**CALL :** (402) 844-7000 or (800) 348-9033, ext. 7000  
**IN PERSON:** Registrar's Office in the College Welcome Center  
Mon.-Fri. 8-5. Major credit cards accepted.

*Tuition and fees for all non-credit classes must be paid at the time of registration. Registration into a class will not be made until tuition and fees have been received by the College. Requests to drop a class must be made through the Registrar's Office 24 hours prior to the day the class begins.*